

Corrigendum -1

Request For Proposal for Selection of Agency for Monitoring and Maintenance of Web Pages, Route Rationalization Application developed by State Transport Authority

Tender No-

Date:

1. Resources Deployment

The manpower resources shall be stationed at State Transport Authority Odisha, Cuttack. The category of manpower resources with their qualifications and experience criteria are as follows:

RFP clause					Revised RFP Clause
#	Category	Educational Qualification	Work Experience	Nos of Resources Required	
1.	Senior Project Manager	<ul style="list-style-type: none"> M.Tech/B.Tech (Computer Science Engineering/ IT/ ECE) degree from reputed institute/university Fluency in Odia/English/Hindi Language 	<ul style="list-style-type: none"> Total 10 Years of working experience with IT software and application. 7 years of experience E-Governance with Government clients Managing large scale IT & E-Governance project 	one	Same as RFP clause
2.	Application Manager	<ul style="list-style-type: none"> B. Tech (Computer Science Engineering/ IT/ ECE / Instrumentation) degree from reputed institute/university Fluency in Odia/English/Hindi Language 	<ul style="list-style-type: none"> Total 7 Years of working experience with IT software and application. 5 years of experience E-Governance with Government clients Managing large scale IT & E-Governance project 	one	Same as RFP Clause

RFP clause					Revised RFP Clause
#	Category	Educational Qualification	Work Experience	Nos of Resources Required	
3.	MIS & Data Expert	<ul style="list-style-type: none"> Master's degree in /Data Analysis from institute/university Fluency in Odia/English/Hindi Language 	<ul style="list-style-type: none"> 5 Years of working experience with Government sector clients for MIS & Data Analysis Managing large scale IT & E-Governance project 	one	<p>Software Development Engineer</p> <p>B. Tech (Computer Science Engineering/ IT/ ECE degree / MCA from reputed institute/university</p> <p>5 Years of working experience with Government sector for software and portal development.</p> <p>5 years' experience in Working with software languages like Java/ .NET& open source etc. Should have knowledge in database servers like PostgreSQL, Microsoft SQL server, etc.</p>
4.	Software Development Engineer	<ul style="list-style-type: none"> B. Tech (Computer Science Engineering/ IT/ ECE degree from reputed institute/university 	<ul style="list-style-type: none"> 5 Years of working experience with Government sector for software and portal development. Experience in Working with software languages like Java/ .NET etc 	one	<p>Software Development Engineer</p> <p>B. Tech (Computer Science Engineering/ IT/ ECE degree / MCA from reputed institute/university</p> <p>5 years' Experience in Working with software languages like Java/ .NET & open source etc. Should have knowledge in database servers like PostgreSQL, Microsoft SQL server, etc.</p>

Sl No	RFP Clause	Revised RFP Clause
1	**The Software Developer will be deployed at offsite and will provide all development support to the project during the project tenure.	<i>**The Software Developer will be deployed at onsite at STA, Cuttack and will provide all development support to the project during the project tenure.</i>

2. Section: 5 Financial Proposal Submission Forms

a. 2.1FIN-1 (Financial Proposal)

		RFP clause			Revised RFP Clause	
Sr, No	Particulars	No of Manpower Resources (A)	Man-month Rate in INR (B) (Excluding Taxes)	Total Monthly Cost in INR (C= A * B) (Excluding Taxes)	Particulars	
A1	Program Manager	1 No			Senior Project Manager	one
A2	Application Manager	1 No			Application Manager	one
A3	MIS & Data Expert	1 No			Software Development Engineer	two
A4	Software Development Engineer	1 No				
Total Monthly Cost in Numbers (excluding taxes) (A1+A2+A3)						
Total Monthly Cost in Words (excluding taxes) (A1+A2+A3)						

3. Technical Evaluation Criteria

RFP Clause		Revised RFP Clause																												
3	Suitability for the scope of work-Team composition	Suitability for the scope of work-Team composition																												
	<table border="1"> <thead> <tr> <th>#</th> <th>Position</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Program Manager</td> <td>7</td> </tr> <tr> <td>2.</td> <td>Application Manager</td> <td>5</td> </tr> <tr> <td>3.</td> <td>MIS & Data Expert</td> <td>5</td> </tr> <tr> <td>4.</td> <td>Software Development Engineer</td> <td>3</td> </tr> </tbody> </table>	#	Position	Marks	1.	Program Manager	7	2.	Application Manager	5	3.	MIS & Data Expert	5	4.	Software Development Engineer	3		<table border="1"> <thead> <tr> <th>#</th> <th>Position</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Senior Project Manager</td> <td>7</td> </tr> <tr> <td>2.</td> <td>Application Manager</td> <td>5</td> </tr> <tr> <td>3.</td> <td>Software Development Engineer</td> <td>8</td> </tr> </tbody> </table>	#	Position	Marks	1.	Senior Project Manager	7	2.	Application Manager	5	3.	Software Development Engineer	8
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Replies to the Pre-Bid Queries

Request For Proposal for Selection of Agency for Monitoring and Maintenance of Web Pages, Route Rationalization Application developed by State Transport Authority

Tender No-

Date:

S.No	RFP Reference	Content of RFP	Clarification/Change Request	Response
1	Point no 2.2, RFP Page No 13	<p>The Bidder must have experience for IT & E-Governance projects with any Central Government or State Government or ULBs in India with each project contract value not less than 3 Cr. in last 5 years. (Max. 20 marks)</p> <ul style="list-style-type: none"> • One Project- 8 marks • Two Projects- 10 marks • Three Projects or more- 15 marks • Four Projects or more in India - 20 Marks <p>Note: Supporting documents like LOA/ WO/ Agreement / Client certification should be submitted along with project citations.</p>	<p>Pl change the clause as below: The Bidder must have experience for IT & E-Governance projects with any Central Government or State Government or ULBs in India with each project contract value not less than 1 Cr. in last 5 years. (Max. 20 marks)</p> <ul style="list-style-type: none"> • One Project- 8 marks • Two Projects- 10 marks • Three Projects or more- 15 marks • Four Projects or more in India - 20 Marks <p>Note: Supporting documents like LOA/ WO/ Agreement / Client certification should be submitted along with project citations.</p>	RFP clause prevails
2	Page no 25	Payment, Timelines of deliverables	Kindly clarify (From when Payments will be started)	RFP clause prevails

S.No	RFP Reference	Content of RFP	Clarification/Change Request	Response
3	Point no 6, RFP Page No 07	Last Date and time (deadline) for receipt of proposals in response to Tender notice 06-11-2023 Up to 17:00 Hrs	Pl change the clause as below: Last Date and time (deadline) for receipt of proposals in response to Tender notice 15-11-2023 Up to 17:00 Hrs	RFP clause prevails
4	Point No 3, Page no 25	MIS & Data Expert Master's degree in Statistics/Data Analysis from institute/university Fluency in Odia/English/Hindi Language	Pl change the clause as below: MIS & Data Expert Master's degree in MCA/B.Tech from institute/university Fluency in Odia/English/Hindi Language	Please refer to the corrigendum 1
5	Data sheet Serial No 6 (Page 6) / Section II: Instruction to Bidders, Earnest Money Deposit, (Page10)	Rs. 3,00,000 (Three Lakhs Only), in form of Demand Draft/ Banker's Cheque issued by an Indian Nationalized / Scheduled Bank and drawn in favour of State Transport Authority Odisha payable at Cuttack payable at Cuttack valid for 180 days from the date of submission of bid	Kindly consider in Bank Guarentee(BG) form instead of Demand Draft/ Banker's Cheque and provide the respective details.	RFP clause prevails
6	Technical Evaluation Criteria, Serial no. 2.2, (page 13)	The Bidder must have experience for IT & E-Governance projects with any Central Government or State Government or ULBs in India with each project contract value not less than 3 Cr. in last 5 years.	Kindly consider each project contract value not less than 1 Cr. in last 5 years.	RFP clause prevails

S.No	RFP Reference	Content of RFP	Clarification/Change Request	Response
7	Section II: Instruction to Bidders, Pre-Qualification Criteria (Page 9)	Certifications: The applicant must have ISO 9001:2015 and ISO 27001. All the certificates should be valid at the time of release of bid.	We request you to Kindly consider ISO 9001:2015 Only for Pre-Qualification Criteria. As additional may include ISO/IEC-20000-1:2018	RFP clause prevails
8	Section II: Instruction to Bidders Page no.-10	Earnest Money Deposit	We request the client to kindly allow bidders to prepare the EMD in the form of BG. Also please share the Bank details for BG preparation.	RFP clause prevails
9	Section III: Terms of Reference (TOR) Page No.- 21	Monitoring of Odisha Public Transport & Integrated Commuter System (OPTICS) application	We assume that client shall arrange proper KT of all the applications for which maintenance and support activities shall be extended by the bidder	The selected bidder will monitor the web pages of STA and route rationalisation application developed by STA and provide other services as required by STA from time to time without extra cost. The successful bidder will coordinate with STA for better understanding and will accomplish task as assigned by STA from time to time without any extra cost.
10	Section III: Terms of Reference (TOR) Page No.- 22	Citizens can be able to lodge complaints & grievances through a toll-free number.	We assume that the client is having the required toll free number using which Citizens can be able to lodge complaints & grievances	Yes, the tollfree number is there for citizen to lodge complaints & grievances.

S.No	RFP Reference	Content of RFP	Clarification/Change Request	Response
11	Section III: Terms of Reference (TOR) Page No.- 22	Integration of Social Media grievances	Please specify the Social Media channels to be integrated. Twitter Integration. API will be provided by the STA.	The bidders should be capable enough to integrate social media platforms as would be decided by STA without any extra cost.
12	Section III: Terms of Reference (TOR) Page No.- 22	The complaints so lodged would be registered into the web portal by the customer care executives handling the calls.	We suppose that the client is having customer care executives or does the bidder need to provide the same. If so then please specify the number of Customer Care Executive to be provided by the bidder and the same line item also needed to be added in the FIN-1 (Financial proposal). Also we assume that all the IT and Non-IT infra for the CCE shall be arranged by the client	The bidder will provide the manpower as mentioned in the corrigendum-1.
13	Section III: Terms of Reference (TOR) Page No.- 22	Bulk SMS Module: Issues are to be notified to the respective vendor automatically through e-mail or SMS as mentioned in warranty or AMC.	Please specify the tentative number of SMS and Emails to be fired from the system. We assume that both SMS and Email Gateway shall be provided by the client	Yes the SMS & Email Gateway will be facilitated by the office of the Transport Commissioner, However, the number of SMS & Emails will be sent by successful bidder as per the requirement of the Transport Commissioner.

S.No	RFP Reference	Content of RFP	Clarification/Change Request	Response
14	Section III: Terms of Reference (TOR) Page No.- 24	Resources Deployment	Its mentioned here the resources position is Senior Project Manager but in BOQ and Technical evaluation table it is mentioned the position as Program manager. Kindly clarify the required position.	Please refer to the corrigendum 1
15	Exit Policy and Procedures for Temporary Staffing personnel Page No- 30	All hardware (including laptops, printers, pen drives etc., if any,) which is a property of the Authority.	We assume that all the IT and Non-IT infra for the resources shall be arranged by the client	The office of the Transport Commissioner will facilitate the basic requirements like working space, power connectivity and network connectivity, etc in the premises of its office.
16	Section: IV Technical Proposal Submission Forms TECH – 3 Financial Turnover Capacity of Bidder Page No.- 33	CA Certificate and Audited Financial Statements (Submission of copies of Income & Expenditure Statement and Balance Sheet for the respective financial years is mandatory along with this form)	We request the client to kindly confirm whether Average Annual Turnover Certificate and BSPL for FY 2019-20, FY 2020-21 and FY 2021-22 can be considered as relevant supporting documents for this or not	CA Certificated annual turnover and Audited Financial Statements (Submission of copies of Income & Expenditure Statement and Balance Sheet for the respective financial years is mandatory along with bid)
17	Section: IV Technical Proposal Submission Forms TECH - 5 Experience Details Page No.- 35	BIDDER'S PAST EXPERIENCE DETAILS	We assume this to be" Name of the Client". Kindly confirm	Name of the Govt. Department / Office or any authority/organisation of Government.

S.No	RFP Reference	Content of RFP	Clarification/Change Request	Response
18	Section: IV Technical Proposal Submission Forms TECH – 8 Format of Curriculum Vitae (CV) Page No.- 38	For each position of key professional separate form Tech-9 will be prepared	There is no Tech -9, we assume its Tech-8. Kindly confirm	For each position of key professional separate form Tech-8 will be prepared
19	Section: IV Technical Proposal Submission Forms TECH – 8 Format of Curriculum Vitae (CV) Page No.- 39	Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned Name of the	We assume this to be " Name of the Client". Kindly confirm	Name of the Govt. Department / Office or any authority/organisation of Government.
20	Section III: Terms of Reference (TOR) Introduction Page No- 21	General	Request you to kindly share the total number of users and concurrent users for each of the applications.	Detail information regarding number of users will be intimated at the time of issuance of work order which may vary at discretion of STA.
21	Section III: Terms of Reference (TOR) Introduction Page No- 22	General	Request you to kindly clarify who will provide the data base or RDBMS.	STA will facilitate the requirements for monitoring of applications.

S.No	RFP Reference	Content of RFP	Clarification/Change Request	Response
22	Section III: Terms of Reference (TOR) Existing Application/Portal Monitoring Support Page No- 22	General	Is there any third-party application integration required with any existing application? If yes then please specify.	The bidders should be capable enough to integrate third party applications as per the requirements of STA within the service contract period.
23	Existing Application/Portal Monitoring Support Page No- 21	Existing Application/Portal Monitoring Support Development of AI based Chatbot Development of web portals for 35 RTOs/ARTOs	We assume that all the application development (AI based Chatbot & web portals for 35 RTOs/ARTOs) has already been done, we only need to extend support for the developed application. Please confirm.	Existing Application/Portal Monitoring Support Development of AI based Chatbot Development of web portals for STA and subordinate offices.
24	Application Development Support Page No- 24	Security Audit	Kindly mention the Number of security audits to be done	The successful bidder has to facilitate the Security Audit by third party as per requirement of the STA.
25	Section III: Terms of Reference (TOR) Route Rationalization Page No.- 21	Monitoring of Odisha Public Transport & Integrated Commuter System (OPTICS) application	Please specify the Role of Consultants in OPTICS System?	The selected bidder shall monitor the application and coordinate with the officials of STA to resolve the issues
26	Section III: Terms of Reference (TOR) Existing Application/Portal Monitoring Support Page No.- 22	Development of AI based Chatbot for STA Web Portal.	We assume that the client shall only be responsible to provide the FAQ for AI Based Chatbot. Please specify the scope.	The Transport Commission will provide the FAQs and required information for development of AI Based Chatbot to be hosted at STA Web Portal.

S.No	RFP Reference	Content of RFP	Clarification/Change Request	Response
27	Section III: Terms of Reference (TOR) Existing Application/Portal Monitoring Support Page No.- 22	Development of web portals for 38 RTOs/ARTOs	<ul style="list-style-type: none"> • Whether the Portal for 35 RTO/ARTO will be CMS based web portal? • Whether the no of Portals will be 35 or 38? • Who will provide the Content for the Website? 	The Web portal will be developed for STA and subordinate offices with CMS based features. The Transport Commission will provide the content of the website
28	Section III: Terms of Reference (TOR) Monitoring & Evaluation (Management Information System & Data Analysis) Page No.- 23	Review and validate the PoC for data migration	Please specified the source and volume of the data to be migrated.	The PoC for data migration will be done as per the requirements of STA.
29	Section III: Terms of Reference (TOR) Monitoring & Evaluation (Management Information System & Data Analysis) Page No.- 23	Assist in monitoring and tracking progress of various e-Governance initiatives, frameworks and templates and use standardized tools for the following o Issue Tracking and Resolution, Conflict Management, Knowledge Management, Program Communication (internal and external), Performance Evaluation and review, Information and Technology Risk Assessment, Information Management, Risk	Please give us a clarity on the Scope.	RFP Clause Prevails

S.No	RFP Reference	Content of RFP	Clarification/Change Request	Response
		Management, Financial Management (Viability, Costing and Monitoring), Assistance in resolution of program management and technical issues, Facilitate in implementation of policy decisions required for successful implementation, Support to Department for retaining strategic control of the project, Handing over and knowledge transfer to any the permanent staff being recruited for technical purposes.		
30	Section III: Terms of Reference (TOR) Application Development Support Page No.- 23	Third party tools and licenses	Please specify who will bear the Cost of License.	The Cost of License will be borne by Transport Commissioner.
31	Section III: Terms of Reference (TOR) Payment, Timelines of deliverables Page No.- 25	Payment, Timelines of deliverables	Please specify the timeline for the development of the application Can the bidder increase the resources or man month to complete the assignment within the timeline.	RFP Clause Prevails

S.No	RFP Reference	Content of RFP	Clarification/Change Request	Response
32	Section III: Terms of Reference (TOR) Existing Application/Portal Monitoring Support Page No.- 22	IT Asset Management System	Kindly give more clarification on the requirements.	All the IT assets used in STA and subordinate offices will be tagged to the applications and user can track all the functional and nonfunctional IT Assets. SLA and OLA modules will be integrated to it.
33	Section III: Terms of Reference (TOR) Existing Application/Portal Monitoring Support Page No.- 22	Single Sign-On Module	Kindly give more clarification on the requirements.	All the applications PRMS, MPR, Grievance Monitoring System, IT Asset Management System and Scan document modules etc are to be integrated in SSO Module as would be decided by STA from time to time.
34	Section III: Terms of Reference (TOR) Existing Application/Portal Monitoring Support Page No.- 23	Performance Review Management System (PRMS) for all RTOs	Kindly give more clarification on the requirements.	All the performance of STA and subordinate offices will be monitored by PRMS application.
35	Section III: Terms of Reference (TOR) Application Development Support Page No.- 24	Change Request Management	Please specify the scope to be considered for Change Request.	RFP Clause Prevails
36	Section III: Terms of Reference (TOR) Performance Review Management System (PRMS) for all RTOs Page No.- 22	Availability of digitized documents in scanned document mode	Please specify the Role of Consultants in this requirement.	RFP clause prevails

S.No	RFP Reference	Content of RFP	Clarification/Change Request	Response
37	Section III: Terms of Reference (TOR) Resources Deployment Page No.- 25	MIS & Data Expert Master's degree in Statistics/Data Analysis from institute/university	We are requesting you also to accept Bachelor /Post graduate degree in Statistics/Data Analysis / Data Science from institute/university or any graduate having experience in relevant field.	Please refer to the corrigendum- 1
38	Section III: Terms of Reference (TOR) Resources Deployment Page No.- 25	The resources shall be stationed at State Transport Authority Odisha	Considering the scope of application development, we respectfully request your approval for offsite resource deployment.	All the resources will be deployed at STA.
39	Joint Venture/Consortium and Subcontracting	Any kind of Joint Venture/Consortium is not permitted under this RFP.	Request to Allow consortium or sub-contracting.	RFP clause prevails
40	Technical Evaluation Criteria (Proof of Experience (Point 2.2))	The Bidder must have experience for IT & E-Governance projects with any Central Government or State Government or ULBs in India with each project contract value not less than 3 Cr. in last 5 years.	Request to Allow each project value at least 30 Lacs. In last 5 years.	RFP clause prevails
41	Joint Venture/Consortium and Subcontracting (Page no:26)	Any kind of Joint Venture/Consortium is not permitted under this RFP.	Request to Allow consortium or sub-contracting.	RFP clause prevails
42	Technical Evaluation Criteria (Proof of Experience (Point 2.2)) (Page no:13)	The Bidder must have experience for IT & E-Governance projects with any Central Government or State Government or ULBs in India with each project contract value not	Request to Allow each project value at least 30 Lacs. In last 5 years.	RFP clause prevails

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		less than 3 Cr. in last 5 years.		
43	Page no:6	EMD Submission in form of Demand Draft/Banker's Cheque	Request MSME Registered entities to be exempted from EMD and bid document fee.	RFP clause prevails
44		Sub-contracting is not allowed.	Request you to kindly remove this pointer and/or kindly allow participation in consortium.	RFP clause prevails
45	Technical Evaluation Criteria 2.2 (Page no:13)		Request you to kindly allow relaxation on at least two Projects in Odisha State. Kindly allow for projects in other states as well.	RFP clause prevails
46	Joint Venture/Consortium and Subcontracting (Page no:26)	Any kind of Joint Venture/Consortium is not permitted under this RFP.	We request to please allow consortium	RFP clause prevails
47	Earnest Money Deposit Point 6 (Page no:6)	EMD Submission in form of Demand Draft/Banker's Cheque	We request you to allow MSME Registered entities to be exempted from EMD. Please note that if the above criteria is not possible for the department to be changed then we request to change mode of EMD submission in the form of RTGS/NEFT instead of Demand Draft/Banker's Cheque	RFP clause prevails

S.No	RFP Reference	Content of RFP	Clarification/Change Request	Response
48	Section I: Invitation to Bid Point 6 (Page no:8)	Sub-contracting is not allowed.	We request you to kindly allow the sub-contracting	RFP clause prevails
49	Technology Stack (General)	Technology stack	Please Define the technology stack of the existing application	As per the RFP functionalities